Company Name:	The	Volcano Teleph	none Co.	U#:	1019	Report Year:	2019
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting	g Unit Name:	Total Company	

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2019 1st Quarter			Date filed (08/15/2019 2nd Quarte			Date filed 11/15/2019 3rd Quarte	/		Date filed (02/15/2019) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	41	45	49	41	68	72	52	57	52		1101	
	Illation Interval	Total # of service orders	43	41	52	40	66	58	51	50	50			
Min.	standard = 5 bus. days	Avg. # of business days	1.0	1.1	0.9	1.0	1.0	1.2	1.0	1.1	1.0			
		Total # of installation commitments	405	293	389	383	592	536	494	419	427			
Insta	Illation Commitment	Total # of installation commitment met	405	293	389	383	592	536	494	419	427			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	0.000%	100.000%			
Cust	omers	Acct # for voice or bundle, res+bus	9065	9059	9038	9047	9036	9035	9096	9113	9124			
	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	9529	9503	9522	9516	9497	9500	9466	9472	9457			
l _	` .	Total # of trouble reports	145	221	164	111	89	106	118	91	61			
Standard	w/≥ 3,000 lines)	% of trouble reports	0.015	0.023	0.017	0.012	0.009	0.011	0.012	0.010	0.006			
υğ		Total # of working lines												
ital		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	urius w/ ≥ 1,000 iiries)	% of trouble reports												
		Total # of outage report tickets	28	64	36	25	10	30	31	12	12			
Adju	etod	Total # of repair tickets restored in ≤ 24hrs	28	63	35	24	9	28	29	11	12			
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	99%	98%	96%	90%	94%	94%	92%	100%			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	213.25	573.87	569.34	244.19	102.74	412.94	400.67	151.83	90.45			
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	7.62	8.97	15.82	9.77	10.27	13.76	12.92	12.65	7.54			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	28	64	36	25	10	30	31	12	12			
	djusted	Total # of all repair tickets restored in ≤ 24hrs		61	35	24	9	25	29	11	12			
Out	of Service Report	% of all repair tickets restored < 24 Hours	86%	96%	98%	96%	90%	84%	94%	92%	100%			
		Sum of the duration of all outages (hh:mm)	309.25	621.87	593.34	268.19	102.74	532.94	400.67	151.83	90.45			
		Avg. unadjusted outage duration (hh:mm)	11.04	9.72	16.48	10.73	10.27	17.76	12.92	12.65	7.54			
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0						
Neiu	1143	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Ansv	wer Time (Trouble Reports, Billing &													
	Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	soonds to reach live egent (w/ a manu	Total # of call seconds to reach live agent												
	n to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Signature:

John Lundgren, VP

Name: Bonnie Burris	Phone: (2	209) 296-1435 E	mail: bonnieb@volcanotel.com
Date Adopted: 7/28/09			
Data Davida I 40/00/00 (Oamasta tara manifesta mana)			

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Volcano Telep	hone Co.	U#:1019_	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Kirkwood 258	

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2019 1st Quarte			Date filed (08/15/2019 2nd Quarte			Date filed (11/15/2019 3rd Quarte			Date filed (02/15/2019) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0	1 1	0	4	2 2	11	3 3	O Aug	<u> 5</u>	OCI	NOV	Dec
	allation Interval	Total # of service orders	0	1	0	4	2	2	3	0	5			
Min.	standard = 5 bus. days	Avg. # of business days	0.0	1.0	0.0	1.0	1.0	5.5	1.0	0.0	1.0			
		Total # of installation commitments	8	9	13	29	210	89	35	15	24			
Ineta	allation Commitment	Total # of installation commitment met	8	9	13	29	210	89	35	15	24			
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
IVIII I.	Standard = 35 /0 Communicinent met	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
C	· ·	Acct # for voice or bundle, res+bus	712	720	715	712	686	675	736	758	759			
	tomers tomer Trouble Report	Acci # for voice of buriale, res+bus	/12	720	/15	/12	000	0/0	130	700	709			
cus	•	Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
ē	w/≥3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
an	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines	718	712	713	703	697	707	702	699	696			
Ξ	10% (10 per 100 working lines for	Total # of trouble reports	16	9	6	3	4	12	15	8	4			
		% of trouble reports	0.022	0.013	0.008	0.004	0.006	0.017	0.021	0.011	0.006			
		Total # of outage report tickets	2	0.013	0.000	1	0.000	6	5	1	0.000			
		Total # of repair tickets restored in ≤ 24hrs	2	0	0	1	0	6	3	1	1			
•	ısted	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	1.000	0.000	1.000	0.600	0.000	1.000			
	of Service Report	Sum of the duration of all outages (hh:mm)	44.24	0.000	0.000	3.84	0.000	52.32	135.37	9.16	2.25			
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	22.12	0.00	0.00	3.84	0.00	8.72	27.07	9.16	2.25			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	2	0	0	1	0	6	5	1	1			
Una	djusted	Total # of all repair tickets restored in < 24hrs		0	0	1	0	5	3	1	1			
	of Service Report	% of all repair tickets restored < 24 Hours	0.000	0.000	0.000	1.000	0.000	0.833	0.600	1.000	1.000			
		Sum of the duration of all outages (hh:mm)	92.24	0.00	0.00	3.84	0.00	76.32	135.37	9.16	2.25			
		Avg. unadjusted outage duration (hh:mm)	46.12	0.00	0.00	3.84	0.00	12.72	27.07	9.16	2.25			
		Number of customers who received refunds	0	0	0	0	0	0						
Refu	inds	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Ame	war Time (Trauble Departs Dilling 9													
	wer Time (Trouble Reports, Billing &	Total # of calls for TR, Billing & Non-Billing												
	-Billing) Min. standard = 80% of calls ≤	Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu	% ≤ 60 seconds												
optio	on to reach live agent)													

Primary Utility Contact Information

Name - Daniela Daniela	Discuss (000) 000 4405	For all the selection of the second
Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Volcano Teleph	none Co.	U#:	1019	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportir	ng Unit Name:	Pine Grove 296	

	Measurement (Compile	monthly, file quarterly)		Date filed 05/15/2019 1st Quarter			Date filed (08/15/2019 2nd Quarte			Date filed (11/15/2019 3rd Quarte	/		Date filed (02/15/2019) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	16	18	20	14	31	22	20	22	15		1101	
	llation Interval	Total # of service orders	16	18	21	13	30	19	19	20	15			
Min.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	1.0	1.1	1.0	1.2	1.1	1.1	1.0			
		Total # of installation commitments	133	101	138	119	130	144	167	142	130			
Insta	Ilation Commitment	Total # of installation commitment met	133	101	138	119	130	144	167	142	130			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Cust	omers	Acct # for voice or bundle, res+bus	3302	3303	3298	3298	3302	3292	3287	3284	3287			
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3586	3575	3579	3585	3574	3569	3566	3571	3566			
l _	` .	Total # of trouble reports	42	71	47	48	36	41	56	30	24			
Standard	w/≥3,000 lines)	% of trouble reports	0.012	0.020	0.013	0.013	0.010	0.011	0.016	0.008	0.007			
ğ	8% (8 per 100 working lines for units	Total # of working lines												
ta	/ 4 004 0 000 !:===)	Total # of trouble reports												
	w/ 1,001 - 2,999 iiiles)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ = 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	2	21	15	11	5	7	10	4	4			
Adju	etad	Total # of repair tickets restored in ≤ 24hrs	2	20	14	11	4	7	10	4	4			
	of Service Report	% of repair tickets restored ≤ 24 Hours	1.000	0.952	0.933	1.000	0.800	1.000	1.000	1.000	1.000			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	5.57	245.18	346.35	93.59	88.58	53.82	66.53	54.08	20.27			
IVIII I.	Standard = 90% Within 24 fils	Avg. outage duration (hh:mm)	2.79	11.68	23.09	8.51	17.72	7.69	6.65	13.52	5.07			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	2	21	15	11	5	7	10	4	4			
	ljusted	Total # of all repair tickets restored in ≤ 24hrs		19	14	11	4	7	10	4	4			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	1.000	0.905	0.933	1.000	0.800	1.000	1.000	1.000	1.000			
		Sum of the duration of all outages (hh:mm)	5.57	269.18	370.35	93.59	88.58	53.82	66.53	54.08	20.27			
		Avg. unadjusted outage duration (hh:mm)	2.79	12.82	24.69	8.51	17.72	7.69	6.65	13.52	5.07			
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0						
Neiu	iiuo	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Ansv	ver Time (Trouble Reports, Billing &													
	Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	poonds to reach live egent (w/ a manu	Total # of call seconds to reach live agent												
	n to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Volcano Telepi	hone Co.	U#:	1019	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting	g Unit Name:	Pioneer 295	

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2019			Date filed (08/15/2019			Date filed (11/15/2019	/		Date filed (02/15/2019)	
		,, q,,		1st Quarte			2nd Quarte			3rd Quarte			4th Quarter	
		I=	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	16	21	19	17	22	26	19	28	23			
Min.	standard = 5 bus. days	Total # of service orders	18	17	21	17	21	24	19	24	21			
		Avg. # of business days	0.9	1.2	0.9	1.0	1.0	1.1	1.0	1.2	1.1			
		Total # of installation commitments	157	112	158	136	154	173	191	170	167			
Insta	allation Commitment	Total # of installation commitment met	157	112	158	136	154	173	191	170	167			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Cus	tomers	Acct # for voice or bundle, res+bus	3439	3423	3418	3426	3433	3459	3466	3455	3461			
Cust	omer Trouble Report													
6% (6 per 100 working lines for units		Total # of working lines	3522	3520	3530	3529	3535	3533	3515	3519	3514			
_		Total # of trouble reports	48	66	59	36	31	35	31	38	25			
ard	w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports	0.014	0.019	0.017	0.010	0.009	0.010	0.009	0.011	0.007			
ğ	00/ (0 === 400	Total # of working lines												
ţa	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. S	, ,	% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
_	` .	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	13	15	7	8	2	11	7	4	6			
A -1:-		Total # of repair tickets restored in ≤ 24hrs	13	15	7	7	2	9	7	4	6			
	isted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	0.875	1.000	0.818	1.000	1.000	1.000			
	of Service Report	Sum of the duration of all outages (hh:mm)	102.95	105.15	87.96	108.82	8.58	269.24	60.32	49.09	44.76			
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.92	7.01	12.57	13.60	4.29	24.48	8.62	12.27	7.46			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	13	15	7	8	2	11	7	4	6			
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	13	14	7	7	2	8	7	4	6			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	1.000	0.933	1.000	0.875	1.000	0.727	1.000	1.000	1.000			
	•	Sum of the duration of all outages (hh:mm)	102.95	129.15	87.96	132.82	8.58	341.24	60.32	49.09	44.76			
		Avg. unadjusted outage duration (hh:mm)	7.92	8.61	12.57	16.60	4.29	31.02	8.62	12.27	7.46			
D.ef:	undo	Number of customers who received refunds	0	0	0	0	0	0						
Refu	inus	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Anc	wer Time (Trouble Reports, Billing &													
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu on to reach live agent)	% ≤ 60 seconds												
optic	n to reach live agent)													

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com
Hamo: Bomilo Barrio	1 1101101 (200) 200 1400	Emain bornios e volcariotoi.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Volcano Telephone Co.			U#:1019_	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	West Point 293	

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)		Date filed (08/15/2019)		Date filed (11/15/2019)			Date filed (02/15/2019)					
		1st Quarter		2nd Quarter		3rd Quarter			4th Quarter					
		Total # of business days	Jan 9	Feb	Mar	Apr 6	May	Jun	Jul 10	Aug	Sep	Oct	Nov	Dec
Min. standard = 5 bus. days			9	5	10	6	13 13	13 13		7	9			
		Total # of service orders	1.0	1.0	10	1.0	1.0	1.0	1.0	6 1.2	9 1.0			
		Avg. # of business days Total # of installation commitments	1.0	71	1.0	99	98	130	101	92	1.0			
Installation Commitment Min. standard = 95% commitment met														
		Total # of installation commitment met	107	71	80	99	98	130	101	92	106			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%				
Customers		Acct # for voice or bundle, res+bus	1612	1613	1607	1611	1615	1609	1607	1616	1617			
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines												
w/≥3,000 8% (8 per w/1,001 - 10% (10 p	w/ ≥ 3,000 lines)	Total # of trouble reports												
	W/ 2 3,000 iiiles)	% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1703	1696	1700	1699	1691	1691	1683	1683	1681			
		Total # of trouble reports	39	75	52	24	18	18	16	15	8			
		% of trouble reports	0.023	0.044	0.031	0.014	0.011	0.011	0.010	0.009	0.005			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
	units w/ = 1,000 inles)	% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	11	28	14	5	3	6	9	3	1			
		Total # of repair tickets restored in ≤ 24hrs	11	28	14	5	3	6	9	2	1			
		% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.667	1.000			
		Sum of the duration of all outages (hh:mm)	60.49	223.54	135.03	37.94	5.58	37.56	138.45	39.50	23.17			
		Avg. outage duration (hh:mm)	5.50	7.98	9.65	7.59	1.86	6.26	15.38	13.17	23.17			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report		Total # of unadjusted outage report tickets	11	28	14	5	3	6	9	3	1			
		Total # of all repair tickets restored in < 24hrs	9	28	14	5	3	5	9	2	1			
		% of all repair tickets restored < 24 Hours	0.818	1.000	1.000	1.000	1.000	0.833	1.000	0.667	1.000			
		Sum of the duration of all outages (hh:mm)	108.49	223.54	135.03	37.94	5.58	61.56	138.45	39.50	23.17			
		Avg. unadjusted outage duration (hh:mm)	9.86	7.98	9.65	7.59	1.86	10.26	15.38	13.17	23.17			
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Answer Time (Trouble Reports, Billing &														
		Total # of calls for TR, Billing & Non-Billing												
Non-Billing) Min. standard = 80% of calls ≤		Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu	% ≤ 60 seconds												
option to reach live agent)														

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)